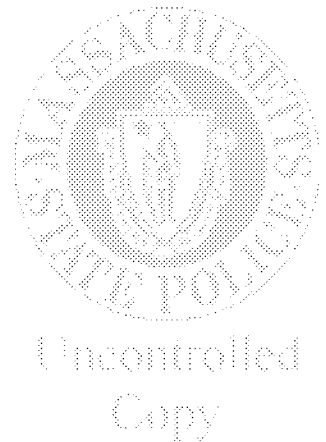


# **MASSACHUSETTS STATE POLICE FORENSIC SERVICES GROUP**

## **Admin-02: Protocol for the Purchasing of Goods, Services, Inventory & Grants**

**Version 2.0**



**April 25, 2012**

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## 1.1 PURPOSE:

- A. Inform all Forensic Services Group (FSG) staff how to obtain goods and services that are necessary for operation.
- B. Ensure that all FSG purchasing transactions will be conducted in compliance with applicable Commonwealth of Massachusetts and Massachusetts State Police/Fiscal Procedures related to Purchasing and Procurement.
  - 1) The Operational Services Division (OSD) has statutory responsibility for establishing statewide contracts for commodities and services on behalf of Commonwealth departments (which may also be used by other eligible entities). In addition to creating statewide contracts for use by departments, OSD serves as the oversight agency for all procurement activity under Chapter 7, Section 22 and 801 CMR 21.00
  - 2) The Procedures of Mass State Police/Fiscal section, specifically The Internal Control Plan (ICP) see: <http://170.154.201.36/docushare/dsweb/Get/Document-14328/aICPLFY10%20-%20Complete.doc>
- C. Ensure that this procedure will be amended when necessary to reflect changes in procedure, staff and other changes.

## 1.2 GOVERNING REGULATIONS:

### 1.2.1 State Finance Law:

Requires that funding be in place before goods, services or other obligations can be requested or accepted from contractors, vendors, or employees. Specifically, under M.G.L. c. 29, § 26; M.G.L. c. 29, § 27; and M.G.L. c. 29, § 29, departments may not incur a liability for the Commonwealth in excess of their appropriation or allotments and the Comptroller may not permit the disbursement (payment) or incurring of an obligation (encumbrance) by departments without a sufficient appropriation and allotment. A department cannot request/accept services or goods, or make other obligations in excess of approved appropriations and allotments or other legally available funds.

**State Finance Law:** requires that annual appropriations may be expended only for expenses of the same fiscal year, (See M.G.L. c.29, § 12). This means goods and/or services to be paid from current fiscal year appropriations must be received and accepted within that same fiscal year (July 1-June 30)/(See M.G.L. c. 4, § 7). For additional financial guidance see Office of the State Comptroller Procedure Chapters under Procurement and Contracts, including "State Finance Law and General Contract Requirements" on the CTR Web Portal under "Contracts" Procedure for additional guidance.

### 1.2.2 Expenditure Classification Handbook:

Object classes and object codes are established by the Office of the State Comptroller for all established subsidiaries. Detailed descriptions of each object code and appropriate encumbrance document are given. See:

[http://www.mass.gov/Aosc/docs//close open/co expenditure classification handbook.doc# Toc220473910](http://www.mass.gov/Aosc/docs//close%20open/co%20expenditure%20classification%20handbook.doc#_Toc220473910)

### 1.2.3 Asset Management:

In order to comply with the Commonwealth's ICP, all items must be accounted for, therefore acquisition, transfers, and disposal of all items will be tracked. An annual asset report is required. See: Docushare: Department of State Police General Order ADM-30

### 1.2.4 Department of State Police Internal Control Plan: (ICP)

A procedure mandated by Massachusetts State law, requiring delegated authorization over purchasing, inventory and asset activities and functions. Checks and balances of duties and function are included to ensure compliance. This document is updated from time to time by the Department of State Police Fiscal Section. For the latest version of this important document please refer to this link. See: <http://170.154.201.36/docushare/dsweb/Get/Document-14328/aICPLFY10%20%20Complete.doc>

## 1.3 **DEFINITIONS:**

### 1.3.1 Allocation:

To ensure that operational funds are not depleted to zero before the end of the fiscal year, budget funds are "allocated" on a periodic basis, often quarterly, but sometimes as frequently as monthly.

### 1.3.2 Approval Authority:

All equipment purchases of under \$500 must be approved by either the Deputy Director or and the Director and by the Director of Administrative Services. All equipment purchases over \$500 must be approved by the Director and the Director of Administrative Services. All non-equipment purchases require approval by a Lab Supervisor responsible for Purchasing, or by a Section Manager.

### 1.3.3 Approved Vendor:

A provider of goods or services, approved by the Commonwealth for this function. In order to make payments to any vendor, they must have a "Vendor Code" in MMARS.

If you wish to find out if a vendor is in the MMARS system, please ask the AU to check. A list of the most commonly used approved vendors will be maintained and updated when needed and made available to all users.

#### 1.3.4 AU:

Administrative Unit

#### 1.3.5 Comm-Pass: Procurement Access and Solicitation System

A website, maintained by the Operational Services Division, that is used to post all contract solicitations, bid responses and awards. All statewide and some departmental contracts are posted on Comm-Pass. See: [www.comm-pass.com](http://www.comm-pass.com)

#### 1.3.6 Commodities:

Actual goods, products, consumable supplies, including equipment, and as opposed to services.

#### 1.3.7 Contract:

Contracts are established by the posting of a Request for Response (RfR) and awarded to winning bidders which allow(s) the vendor(s) to sell goods or services to the Commonwealth.

1.) Statewide Contracts are managed by OSD and may be used by all state Departments. All contracts have defined specifications as to what can be purchased, specific vendors and specific start and end dates. The details of each contract are posted in Comm-Pass.

2.) Departmental Contracts can be established for a specific Department. These are usually prepared when there is no statewide contract that meets specific or specialized needs. Some Departmental Contracts may be used by other Departments within the Commonwealth, if posted as such. See: Comm-Pass to determine who may use a given contract.

#### 1.3.8 Encumbrance:

A fiscal document created in MMARS that obligates/commits funds to a specific vendor, for a specific purchase of supplies, equipment or service.

#### 1.3.9 Fiscal Year (FY):

A Fiscal year is the financial reporting period of one year. The Massachusetts FY is July 1st to June 30th and is expressed as the calendar year of the ending period.

**Example:** FY 2009 = 7/1/2008 to 6/30/2009

Funds allocated for a specific fiscal year may only be spent during that fiscal year. Unspent funds do not carry over to the next FY.

**Note:** The Federal government and private business use different fiscal years.

1.3.10 ICP

Internal Control Plan

1.3.11 MMARS:

Massachusetts Management Accounting Reporting System is the Commonwealth's accounting system used to process all procurement purchase orders, payments and tracking of all appropriation transactions.

1.3.12 Non Stock Supplies (Unit Specific):

Items that are used only by a specific Unit/Section: i.e. Applied Bio-Systems kits for DNA testing, specific drug standards used only by the Drug Unit, supplies specifically for the SEM in the Bombs & Arson Unit. Sections/Units are responsible for monitoring the quantities of these items used, on hand and the need to re-order. These items are generally not stored in the stock room(s).

1.3.13 Order Form - Supplies:

A form available on the purchasing network drive that is used to request supplies from a state-approved vendor. For compliance with ICP, approval by a Lab Supervisor for Purchasing, or equivalent supervisor, is required. Order Forms can be found in the Purchasing Network Drive in the "ordering forms" folder.

1.3.14 Order Form - Equipment:

A form available on the purchasing network drive that is used to request equipment from a state-approved vendor. For compliance with ICP, approval by a Lab Supervisor for Purchasing, or equivalent supervisor, is required. Order Forms can be found in the Purchasing Network Drive in the "ordering forms" folder.

1.3.15 OSD:

Operational Services Division: Commonwealth Department that oversees state contracts. See: [www.mass.gov/osd](http://www.mass.gov/osd)

1.3.16 OTIS:

Office of Technology and Information Systems

1.3.17 Packing Slip:

A document included with shipments that details all items included with that delivery.

#### 1.3.18 Prompt Payment Discount (PPD):

A discounted amount received from vendors who agree to give discounts in exchange for faster payment. Normally invoices are paid 45 days after receipt of invoice or of good/services, whichever is later. By contract, the PPD time varies from 9 to 29 days from date of delivery. Funds realized from PPD are deposited back into departmental budgets or appropriate grant account.

#### 1.3.19 Purchase Order (PO):

A MMARS encumbrance transaction, given a specific ID number that authorizes a procurement to proceed. No transaction may occur without a Purchase Order. Vendors may request or require a copy. PO forms are available when requested.

**Note:** All PO over \$150,000 need approval from OSD/Boston. Approval often takes an extra week or two.

#### 1.3.20 Purchasing Network Drive:

A network drive on the MSP computer system, dedicated to purchasing functions which is accessible by all FSG staff. This can be accessed by opening My Computer and is labeled as "purchasing on" 'clm-powerpoint/powerpoint'(Z:)

**Note:** The drive letter, exemplified as Z above, will vary on each computer.

#### 1.3.21 Quote:

A printed document obtained from a vendor for specified goods or services that provides an official promise of price. Quotes need to specify the price for each item or services to be rendered, a complete description of the products or service, the correct quantity of goods, and should include the anticipated time delay between submission of an approved PO and delivery. Quotes are required for all equipment purchases, service contracts and some supply orders.

**Note:** Some quotes have expiration dates and only quotes with valid dates can be used for purchasing.

#### 1.3.22 Request for Response (RfR):

Technical specifications or scope of service, including all of the Commonwealth's requirements prepared for the intended purchase of goods or services which is posted on Comm-Pass for a specified time period. Vendors respond by submitting a bid and indicate their ability to supply the requested goods or services and the prices they are offering.

#### 1.3.23 Satellite Locations:

Any facility of the FSG other than the main location at 124 Acton Street, Maynard.

#### 1.3.24 Stockroom:

Locked storage location(s) for maintaining limited access to commonly used items. Stockrooms are maintained by the ICCI at Maynard and Horse Pond Rd./ Sudbury.

Units may serve as storage locations for items that are Section/Unit Specific that are not commonly used items. Unit Monitors are responsible for tracking the addition and removal of goods to their storage locations with internal records or spreadsheets of their own devising. Tracking sheets must be saved either on paper or electronically, and must be kept current at all times to be in compliance with the ICP.

#### 1.3.25 Subsidiaries:

Budget allocations are divided into categories, generally functional. Money in each subsidiary can only be used for the specified purpose.

- AA Employee Compensation
- BB Employee related expenses -for FSG purposes, Travel & Training
- EE Administrative expenses -for FSG purposes, office supplies
- FF Programmatic operational supplies -for FSG purposes, lab supplies and program supplies
- GG Space rental, energy costs, utilities & vehicle fuel
- HH Consultant service contracts
- JJ Programmatic Operational services
- KK Programmatic equipment purchase (not for computer/IT)
- LL Maintenance and repair, equipment lease and rental
- NN Construction, improvements, maintenance and repair costs
- UU Information technology expenses, including telecommunications

#### 1.3.26 Supply Request Form:

A form, available on the Purchasing Network Drive in the "ordering forms" folder, which is used to request supplies from a stockroom. Forms should be submitted to the ICCI, who will keep tracking records of all transactions. It is recommended that Unit Monitors keep copies of all submitted requests.

### 1.4 **PERSONNEL:**

#### 1.4.1 Administrative Unit (AU) Staff:

Finance Supervisor (AUFS)

Administrative Services Coordinator for Commodities and Services (ASC)

Administrative Secretary II for Commodities (ASII/C)

Administrative Secretary II for Services (ASII/S)



Inventory Control Coordinator I (ICCI) - Maynard and Sudbury/Horse Pond Rd  
Administrative Secretary I (ASI) – Sudbury/Horse Pond Rd. and Lakeville  
FSG Grant Coordinator- for grant related purchasing

1.4.2 Director:

The Director of the Crime Lab Systems is ultimately responsible for all the specific operations of the FSG. In the event that he/she is incapacitated the Deputy Director shall serve this purpose.

1.4.3 Director of Administrative Services ( DAS)/Chief Financial Officer(CFO):

Oversees Administrative Staff and all the financial functions of the Forensic Services Group, and is ultimately responsible for all aspects of this protocol, this includes its implementation, and its application.

1.4.4 Lab Supervisor responsible for Purchasing (LS):

Approves orders, works with UM and AU staff on commodities purchases and services.

1.4.5 Unit Monitor (UM):</

UM must possess subject matter expertise and have knowledge of all goods and services needed by respective unit. Further, all UM's will receive training by the AU.

Unless otherwise waived by the Director, no temporary employees, or intern, regardless of their scientific qualifications, or any Commonwealth full-time staff who has been assigned to that Unit for less than two years, can serve as the Unit Monitor.

*Changes in Unit Monitors:*

The Section/Unit Supervisors will request all changes through the Director for approval. The Director shall notify the DAS/AU in writing, when changes in the assigned Section/Unit Monitors are approved.

Sections/Units will be responsible for ensuring and documenting that new Monitors receive appropriate training from the AU, for general purchasing guidelines, and from the previous Monitor for specific Section/Unit information and historical context.

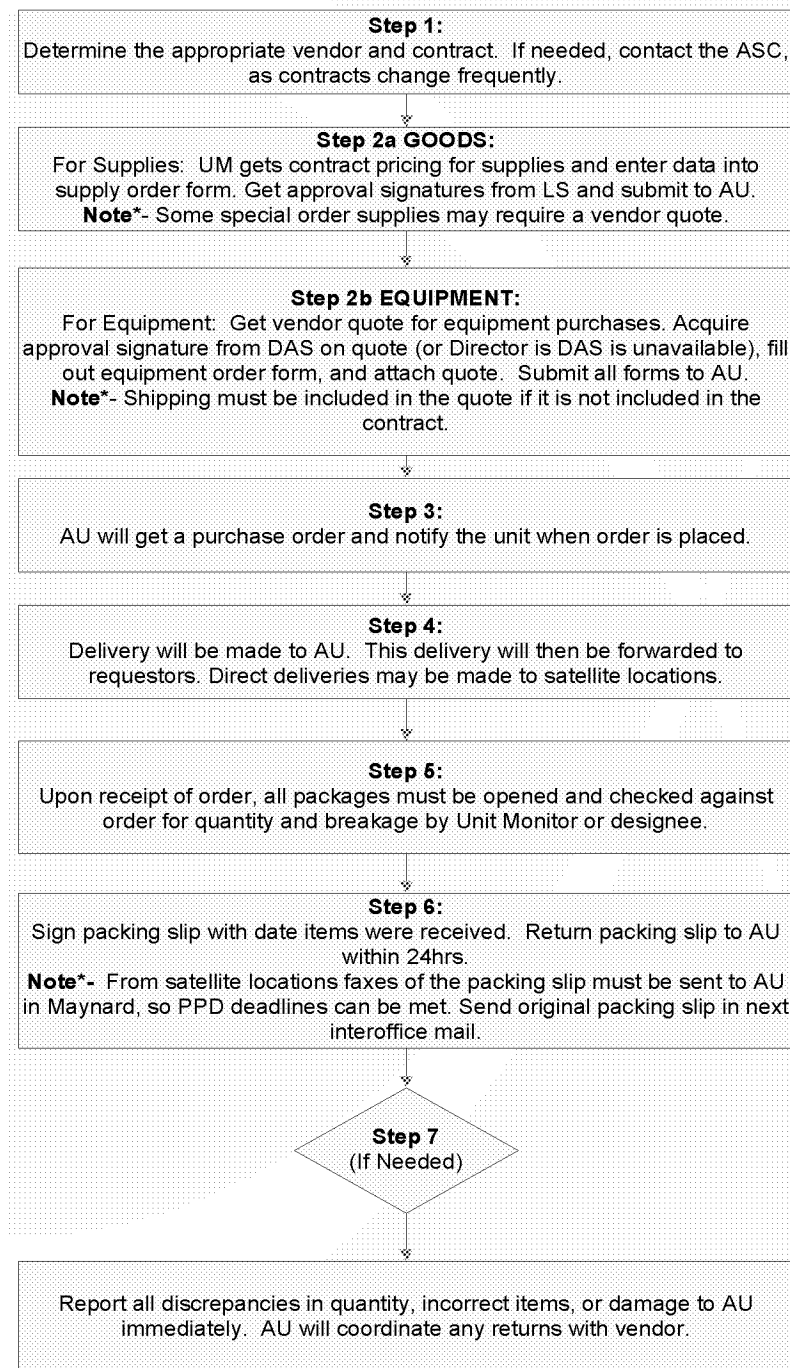
The outgoing Unit Monitor is responsible for passing along any and all documentation and records to the new Unit Monitor.

1.4.6 User:

Any member of a Unit/Section in the FSG is a User of this procedure. Users will make their supply requests to their designated Section/Unit Monitor. It is the responsibility of all users'

## 2 PROCEDURES FOR PROCUREMENT OF GOODS & EQUIPMENT(FF&KK)

**Note\*** - Equipment: (KK) does not include consumable/ supply items.



## **2.1 STOCK ROOMS:**

Access to all common materials and supplies will be controlled by the AU/ICCI and designee(s). This procedure insures FSG compliance with ICP requirements. The ICCI will ensure that all items received into and checked out of the stockroom are entered into inventory, either in manual records, or computer spreadsheets.

### **2.1.1 STOCKROOM REQUESTS:**

Requests for Stockroom supplies must be limited to amounts necessary for immediate consumption. Units should not maintain large volumes of common supplies in their respective areas. Requested volumes may be amended by AU if stockroom supplies cannot support volume or if the requested amount is deemed excessive based on historical precedence, quantity of staff, or in the absence of written explanations that could be used to comply with ICP.

- 1.) Unit Monitors will request supplies by submitting a supply request by emailing the ICCI and attaching a supply request.
- 2.) Unit Monitors must ensure that all necessary information is included to obtain the specific item needed: Item name (specific or common name), size, quantity, packaging (pack, case, each, dozen, etc.)
- 3) The ICCI will fill each order and deliver supplies in a timely manner, if possible within 24 hours,

verify, sign & date the packing slip. The packing slips should then immediately be faxed to the AU, with the original put in inter-office mail.

## **2.3 OBTAINING SUPPLIES FROM A VENDOR:**

The AU will post and maintain list of those vendors who supply goods & services to the FSG on the Purchasing network drive.

### **2.3.1 ORDERING NON-STOCK SUPPLIES:**

To obtain supplies from a vendor, the Unit Monitor should prepare an order form from a contracted vendor, and make sure to include quantities, item numbers, and pricing, and then have order form approved by their Lab Supervisor. Lab Supervisor or Unit Monitor should forward the approved order to the ICCI in Maynard for processing. The ICCI will inform Unit Monitor of any corrections needed on the order, and problems with funding, and will also verify with the Unit Monitor when the order has been placed.

### **2.3.2 RECEIVING SUPPLIES:**

All packages ordered for either of the stockrooms which are delivered to the main Crime Lab in Maynard or Sud

Items should be returned in original packaging when possible with all available documentation. The Unit Monitor must explain to the ASC the reason for the return and if an exchange is needed. The Administrative Staff will coordinate the return in the appropriate manner, obtaining replacements or credits when necessary.

For highly technical items, the ASC may request that the Unit Monitor, Lab Supervisor, or their designee manage or coordinate the return, credits, and/or re-order.

## **2.5 ORDERING CHEMICALS:**

For chemicals that require labeling, dating and special handling for safety, and require immediate processing by the Unit Monitor of the ordering Unit (or designee); See: QA procedure for chemicals.

### **2.5.1 DEA ORDERS:**

For Drug Unit orders involving the purchase of items covered by The Drug Enforcement Administration (DEA), which require the submission of a DEA Form 222, Unit Monitors must complete the Form 222 and is responsible for sending it to the necessary vendor and tracking its return. The DEA 222 must be signed by the person who signed the DEA license application, which is usually the Director/Deputy Director or Chemistry Lab Supervisor.

The ICCI will also be responsible for verifying, signing, and dating all packing slips for receipts of gases.

Liquid Nitrogen will be monitored by the Bomb & Arson unit who will be responsible for notifying the ICCI/Sudbury when it is time to re-order. The ICCI will be responsible for verifying, signing, and dating all packing slips for receipts of Liquid Nitrogen.

## **2.6 ORDERING EQUIPMENT:**

EQUIPMENT for purchasing purposes is a durable, tangible, good that is not consumed or used up through its routine use. Equipment generally has a lifetime expectancy of over one year, and a value of over \$25, although there are exceptions to this parameter. Please note that this differs from fixed assets, which have a value of over \$100. If unsure, please ask the AU.

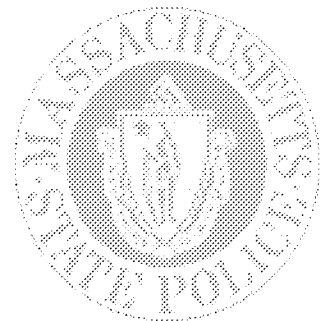
It is the responsibility of the Unit Monitor or person obtaining the quote to ensure that all specifications in the quote are correct and that a total cost is included on the printed quote. The quote should also contain the vendor's name & address. Shipping costs are usually included as part of the contract language, however, if it is not, shipping costs must be included in the quote. Unit Monitors should check contract language or verify with ASC.

If necessary, Unit Monitors should review product requirements with the Facilities Supervisor and/or ASC to ensure that all space

hours of installation. Discrepancies of broken, missing items or incorrect items must immediately be reported to the ASC via email, who will notify the vendor directly.

When received, all items of equipment over \$100 must be tagged with an MSP asset tags and MSP inventory barcodes and the appropriate paperwork must be completed to add to the Departmental Assets Inventory.

**Note:** Some small items, like pipettes, are not required to be asset tagged. Please confirm with ASC when it doubt.

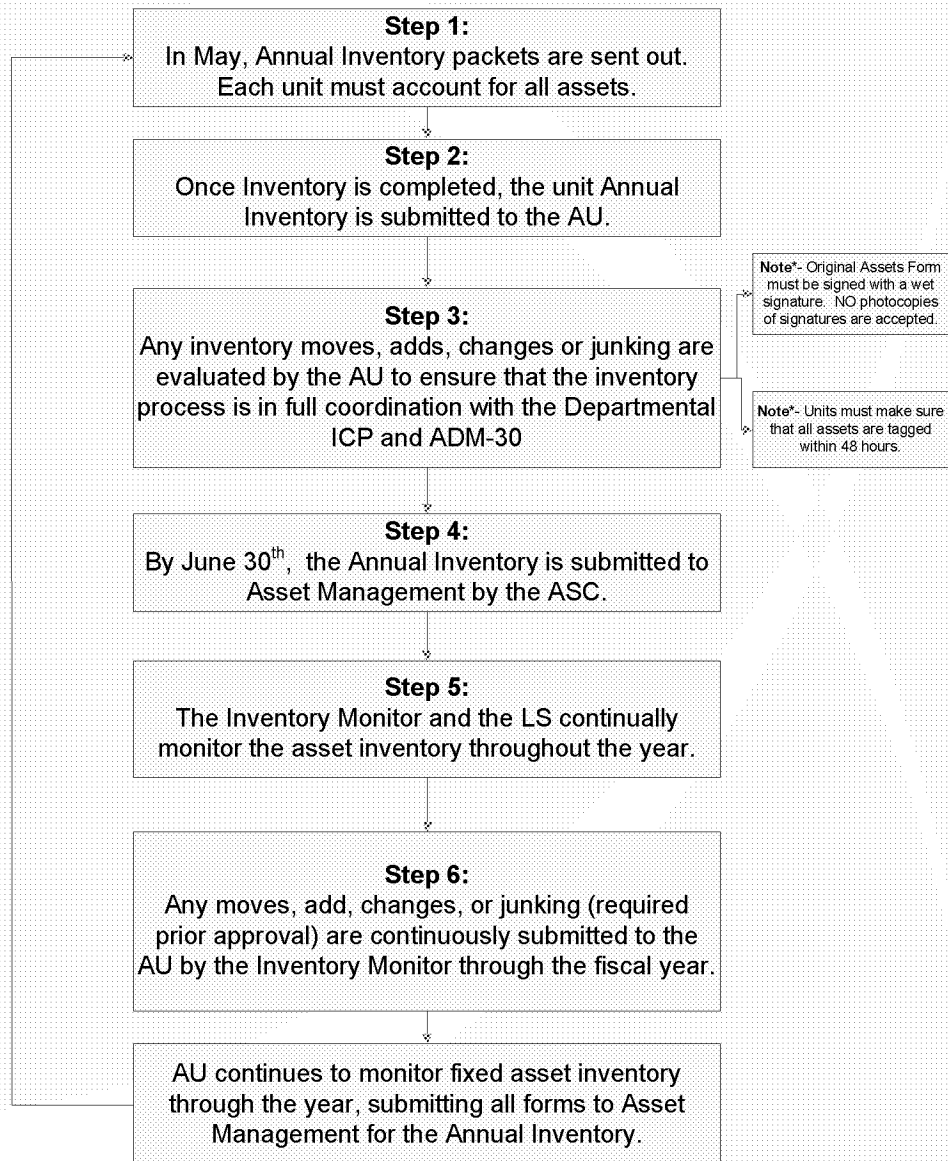


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## 2.7 FIXED ASSETS:

### Protocol for Inventory



Per Department of State Police General Order ADM-30, all Units are responsible for accounting for all Fixed Assets under their control or purchased with their money.

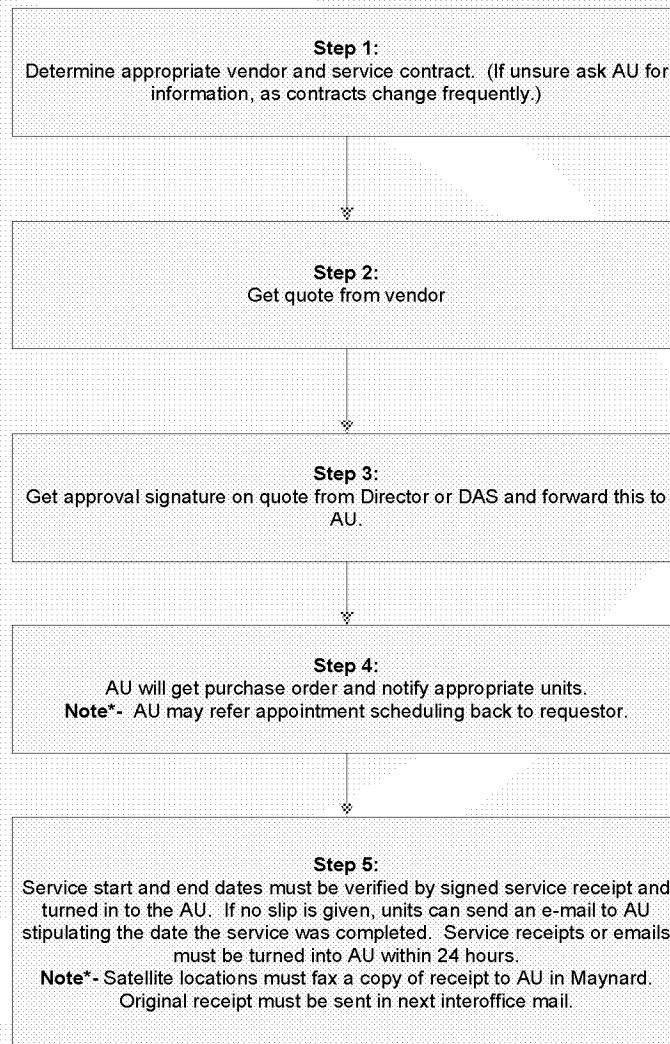
A Fixed Asset is defined as “tangible property with a historical cost of \$100.00 and over with a useful life of one year or more” (exceptions apply). All such assets will have an asset tag affixed when it is delivered/installed and will be recorded on the appropriate form. These forms can be found in the Purchasing Network Drive, in the “Equipment and Hard Assets” folder. They can also be found on Docushare. Certain tangible assets are exempted under this procedure, and any questions about specific items should be directed to the ASC. The ICCI will work with the Unit Monitor to ensure tagging and paperwork is complete.

When any Fixed Asset needs to be transferred, the Unit Monitor, Lab Supervisor, or designee must notify the ASC and complete a SP-255 forms. When any Fixed Asset needs to be junked, the UM, LS, or designee must notify the ASC, in writing, for prior approval. No assets may be disposed of without prior written approval from the ASC. The UM, LS, or designee must complete all SP-255 and SP-255a forms. Original forms, with signature, must be turned in to the ASC and the Unit must save a copy of these records.

The ASC and the ICCI are responsible for working with the Manager of the Asset Management Unit to conduct the Annual Fixed Asset Inventory. Each Unit will be responsible for getting packets from the ICCI and completing them within the allotted time. A copy of all paperwork is kept in the Administrative Unit, and a copy is sent to the UM, who must save these records. The ASC will work with Unit Monitor or designee to resolve missing items and incomplete Unit Annual Reports.

### 3 PROCEDURES FOR PROCUREMENT OF SERVICES:

## Procedure for the Purchasing of Services



The Operational Services Division (OSD) has statutory responsibility for establishing statewide contracts for commodities and services on behalf of Commonwealth departments. In addition to creating statewide contracts for use by departments, OSD serves as the oversight agency for all procurement activity under Chapter 7, Section 22 and 801 CMR 21.00

See: <http://www.mass.gov/Aosd/docs/procedure/801cmr21.doc>

For more detailed information on Statewide Contracts see:  
[http://www.mass.gov/Aosd/docs/other/swc\\_booklet.doc](http://www.mass.gov/Aosd/docs/other/swc_booklet.doc)

As with the procurement of goods, all services must have an encumbrance before work is started.

All services require verification of receipt of service prior to payment. This is more difficult as not all vendors issue service reports or service receipts when they complete a job. The Unit Monitor or Lab Supervisors involved in the project must track work progress for completion and notify AU or Facilities Supervisor when work is finished.

Service contracts are generally more complex than contracts for purchasing supplies and equipment and have a greater degree of variation than commodity contracts. Service contracts change frequently and a vendor you used recently may no longer be on a valid contract just a short time later. Please ask the Admin Unit about the status of any vendor you intend to obtain services from.

### **3.1 BUILDING RELATED SERVICES: SEE FACILITIES SUPERVISOR**

The ASC will assist the Facility Supervisor in getting contract info and obtaining purchase orders. AU staff will process all payments for all services and therefore must be given all related paperwork for all services. This includes all services from trade workers including carpenters, construction and renovation workers, electricians, janitors/cleaning services, landscapers, pest control technicians, plumbers, snow removers, and any workers who perform services in any FSG building, rental property or occupancy site including work done on the fire alarm system, HVAC systems, security systems, water system, and built-in cold storage units, wiring for telephone or computer/IT systems. Please report problems about any of the above items or any other building related emergencies to the Facilities Supervisor.

### **3.2 WASTE RELATED SERVICES: -SEE ADMINISTRATIVE STAFF or SAFETY COORDINATOR**

Includes building trash removal, hazardous waste pick up, chemical waste disposal,

#### **3.2.1 BIO-HAZARDOUS WASTE PICK UP: (NN)**

This includes bloodied gloves and other items considered a biohazard because they are contaminated with body fluids.

Bio-hazardous waste should be collected in designated containers in each lab or work area. Non-Biological waste should not be placed in this container. Unit/Section staff is responsible for ensuring that bio-hazardous waste collected in their lab is then deposited in a biohazard bag and then into a cardboard disposal box provided by the vendor, sealed with tape, appropriately labeled and placed in the designated pickup location. This is not a task to be delegated to the contract Janitor/cleaner.

Current Schedule:

Every two weeks:	Maynard
Once a month:	Sudbury-Horse Pond Rd, Lakeville
Once every two months:	Sudbury-North Rd, Danvers, Springfield
Once every three months:	Bourne, Devens

Any location with nothing to pick up should call the ASII/S so the pick up can be canceled, as we get charged if the vendor makes a stop even if there is nothing to pick up.

#### **3.2.2 CHEMICAL DISPOSAL: (NN)**

The disposal of chemical waste and expired chemicals is generally done twice a year, usually December and if funding is available, in June.

Units should collect and pool their appropriate chemical waste into a properly labeled container as designated by The Safety Committee. See: QA manual (QA will add link here.)

Please be sure components of pool waste are compatible. For specific questions about chemical compatibility, please see the safety committee.

Expired chemicals in original containers should be held aside until a pick up date is arranged.

See: QA Manual for Chemical expiration dates (QA will add link here)

Please note that due to State and Federal regulation regarding the handling and disposal of hazardous waste, the cost is extremely expensive. Monitors should make effort not to over order chemicals that will expire before they are used.

Approximately one month before pick up is to occur; Unit Monitors will be requested to submit a list of items needing disposal so a price quote can be obtained from the vendor. The list will be reviewed by the Safety Committee.

The following information is needed: Volume of waste in collection container with a list of its contents.

**Example:** Pooled waste: Note size of container-  $\frac{3}{4}$  full, containing Acetone, Eosin Yellowish Solution, Nitric Acid, Methanol and Sodium Hydroxide.

Once your list is submitted, please do not add more items, as this will change the price and make the Purchase Order short of approved funds.

Unit Monitors will be notified of date the pick up is scheduled to occur. One person from each unit/section needs to be available on that date to escort the vendor to the location of the items to be picked up.

### **3.3 PROGRAM RELATED SERVICES: - SEE ADMIN STAFF:**

This includes postage meters, package delivery, laundry, equipment calibration, preventative maintenance and repairs, including copier repair.

For all IT related issues, see OTIS procedure.

#### **3.3.1 CATERING SERVICES: (EE)**

All use of catering Services must be pre-approved by the Director of Administrative Services. Approval must be attached to order form when it is forwarded via e-mail to ASC. Catering Request forms can be found in the Purchasing Network Drive in the "ordering forms" folder-attach approval form.

Contact the ASC for list/cost of items available from the state approved vendor. All orders must be place AT LEAST 48 hours before the event. The order form shall include location, date of event, time you want food delivered, number of people to be served and contact person. The Admin Unit will place the order; however the Unit Monitor must verify receipt of service.

#### **3.3.2 CERTIFICATIONS/CALIBRATION & PM: (LL)**

Certifications of preventative maintenance and calibration of non-pipette equipment are performed once each fiscal year under direction of the QA Section. The QA staff will submit a list of equipment items requiring annual inspection at each location for the purpose of getting a quote. When you purchase new equipment you must notify QA if and when it will require service.

QA staff is responsible for arranging and tracking the dates services are performed and conveying such information to the ASC for certification of invoices.

### 3.3.3 COPY and FAX MACHINE REPAIR:

There are several brands of copiers and faxes and multiple vendors involved in repair services. Please report all problems with any FGS copier to ASC, who will coordinate repairs with Fiscal and arrange for repair services with the appropriate vendor.

### 3.3.4 EQUIPMENT MAINTENANCE CONTRACTS: (LL)

Due to the technical requirements of maintenance contracts, Lab Supervisor or Unit Monitors must get quotes for a maintenance contract and submit the quote for the Directors approval. The quote should contain equipment name, serial number, and dates of service coverage.

Due to a recent change in procedure and to ensure current fiscal year funds are not spent outside of the fiscal year, service contract dates should run from July 1<sup>st</sup> to June 30<sup>th</sup>. If the vendors are unwilling to do this, contracts that span fiscal years will be paid in separate fiscal years from different Purchase Orders.

Due to fund allotment limitations, all quotes should allow for monthly or (preferably) quarterly payments on yearly maintenance coverage contracts. Unless any additional discount is given, payments are made at the end of "service period".

For equipment coming off warranty during the fiscal year, maintenance contract service dates should be pro-rated to the end of the fiscal year, with full year coverage commencing the following year.

**Example:** If the warranty expires in March 13<sup>th</sup>, the service contract period should be March 14<sup>th</sup> to June 30<sup>th</sup> and for the following fiscal year July 1<sup>st</sup> to June 30<sup>th</sup>.

### 3.3.5 LAB COAT SERVICES: (JJ)

Unit Monitors must make a request to the ASII/S when lab coats are needed for new staff members. Please indicate size and if the coat is to come with or without cuff. Please indicate if ordering coats for DNA staff so additional Blue coats can be ordered.

Unit Monitors must notify the ASII/S when lab coats are no longer needed when staff is leaving.

Unit Monitors should report any rips or tears that need repair to the ASII/S who can make a request of the vendor.

### 3.3.6 PACKAGE DELIVERY: (JJ)

Currently, UPS is the state approved vendor for this service. Note this may change when the contract expires. It is imperative that staff does not use any other vendors, unless they have authorization for charges to be assigned to someone else's account. We can not pay any charges from any other vendor or for any other non-FSG UPS accounts.

UPS accounts for sending out packages have been set up for the following locations: Maynard & Sudbury - Horse Pond Rd. UPS makes daily pick-ups to both Maynard and Sudbury at no additional costs.

Satellite labs can send out packages using main account number, but must schedule the pick-up online when creating the shipment documents with our account number. Additional fees may occur by doing this, approximately \$4.00 per package. Creating shipping labels and requests for pick up is to be done online only. Please do not order any pick up by telephone or use any pre-printed write-in labels.

Authorized UPS users can log-in to [www.UPS.com](http://www.UPS.com) using their I.D. and password which was set-up to automatically link to the appropriate account number and create a shipment label/pickup. Shipment receipts must be printed and should immediately be faxed to ASII/S for reconciliation with weekly invoices. If you do not know who is an authorized UPS user in your facility, please contact the ASII/S for this information.

UPS package supplies are provided at no additional cost. Please contact the ASII/S if supplies need to be ordered.

### 3.3.7 PAGERS: (JJ)

Unit Supervisors must make a request to the ASII/S when a pager is needed for a new staff member and should notify the ASII/S of any problems or issues with pager services.

Unit Supervisors must notify the ASII/S when pager is no longer needed for a staff member that is leaving. The Supervisor should collect the pager from the terminating staff member and return it to ASII/S.

### 3.3.8 PIPETTE CALIBRATIONS & REPAIR: (LL)

Each Crime Lab pipette is sent out for calibration once a year, generally within a year of its last calibration. The current vendor, Simco Electronics, has a website that tracks the dates of inspection, stores calibration certificates and issues reminders when inspection is almost due. Items are sorted by department and serial number and a past history of certification and repair is maintained in this system.



The Chemistry and Biology Sections each have a designated person with user name and passwords for entry into Simco's CERDAAC System. (CERTified DATA ACquisition) They are responsible for monitoring activity for their department/sections' pipettes.

When pipettes need to be sent to Simco to be calibrated, the user will log on to CERDAAC and enter a list by serial number to create a "shipper document" of items being sent out. Once the document is submitted in CERDAAC, the list must be printed and sent to AUFS. This list serves as the quote and order form for approval.

If a pipette needs a repair, the AUFS must be notified and will approve/not approve Simco's repair quote. Simco can repair some items onsite and can send out brands they do not service to other third party vendors for repair. This can be expensive and at some point it is not always cost effective to repair an item if the cost is nearing replacement price. This decision will be made on a case by case basis.

### 3.3.9 POSTAGE METERS:

(Postage machine lease: LL, postage fees: EE) FSG Postage Meters are located at Maynard & Devens.

**Note:** The postage meter at Horse Pond Rd is assigned to AFIS/IDENT.

To comply with the ICP, the Maynard front desk staff and OAT staff overseeing the postage meters need to track daily or monthly usage if meter models allow for monthly reports and submit these reports to AUFS at the end of the month.

Staff must monitor remaining postage available on the machine and request additional funds be loaded onto the meter when needed. Sufficient notice must be given to allow for a PO and transmission of documents to the leasing vendor. Staff must only download funds into their meters when informed by Admin staff that sufficient funds are available.

Units without postage meters can use interoffice mail to forward outgoing mail to be stamped. If frequent emergency/urgent items must be sent, please notify AUFS and a small amount of postage stamps can be obtained for this purpose.

### 3.3.10 POSTAL PERMIT-CODIS: (EE)

A postage permit is maintained for the return of CODIS samples in postage pre-paid envelopes.

This account was established for the Horse Pond Rd and is being changed to the Maynard address. Samples still delivered to Sudbury will be transported to Maynard

until the current supply of pre-printed envelopes is exhausted and/or the Sudbury Permit expires.

The AU pays the yearly permit fee and puts money into the account to cover postage charges of incoming samples. The AU also tracks the balance of funds by tracking the numbers of samples the post office delivers. CCIU staff should turn in all post office delivery reports attached to sample deliveries to the Maynard /front desk.

### 3.3.11 SUBSCRIPTION SERVICES - JOURNALS & PERIODICALS: (EE)

Subscriptions for Journals & Periodicals should be approved by the Library Committee's UM or QA staff.

Renewal notices must be forwarded to the AUFS to get a purchase order created and approved before any renewal notice is returned. The AUFS will submit the renewal forms to the vendor.

### 3.3.12 SUBSCRIPTION SERVICES – PROFICIENCY TESTING: (EE)

QA staff must submit a quote or price list for each Proficiency Testing subscription that includes: Vendor, test name, quantity and dates to be issued. Indicate if there is an ordering deadline and vendor order form if required. A purchase order must be created and be approved before any order can be placed.

Please verify the vendor has a valid vendor code before getting a quote. Please contact the AU for information.

If a subscription service must be ordered and paid for before the end of the current fiscal year, but will not be received until the next fiscal year, please note this on the order form/quote.

Items should not be ordered that extend beyond the next following fiscal year if payment is required immediately during the current fiscal year.

**Example:** Orders with a documented ordering and payment deadline in FY2012 which will not be delivered until FY2013 are permissible; however orders to be delivered in FY2014 should not be paid for with FY2012 funds.

### 3.3.13 TEMPORARY (TEMP) SERVICES: (JJ)

Hiring temporary staff requires HR approval: see separate Temp procedure. (QA will add link here)

For PO & tracking of payments purposes, the Admin staff must be informed of the names and date of hire for all new temporary employees, and be advised of all

changes, including changes in funding accounts, including grant accounts, suspension or interruption of service. AU staff must also be notified immediately of termination dates.

Unit supervisors must ensure copies of their temporary employee's time sheets are submitted to ASII/S each week, or that employees have submitted their weekly timesheet online.

#### 3.3.14 TESTING SERVICES - DNA: (HH)

Case Management Unit (CMU) staff must verify that there are sufficient funds available in the appropriate state or federal grant account before sending any samples out for DNA testing.

When there are multiple funding sources, CMU must indicate on their submission documentation, which account is to be charged by giving the vendor the appropriate PO number. The PO number should appear on the invoice. Call AUS if PO number is not known before sending out orders.

Admin staff will send CMU staff the invoices for DNA testing for verification that test results were received back for the items billed. CMU staff must sign and date the invoice and must include the date the tests results were received and date they signed the invoice. The invoice must be returned within 24 hours so that it can be paid on time.

Please note that for items being paid for from grants, all test results must be returned by the expiration date of the grant. Samples not received back by that date will not be covered. Tests being cover by state funds must be received back at the lab by June 30<sup>th</sup>.

## **4 PROCEDURES FOR TRAVEL & TRAINING SERVICES (BB)**

All Travel & training reimbursements made to employees are BB expenses. All Travel & Training must be pre-approved by submitting the required form – see Travel & Training procedure for forms (QA will format and add link here)

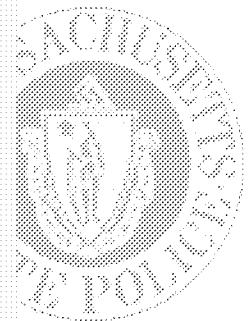
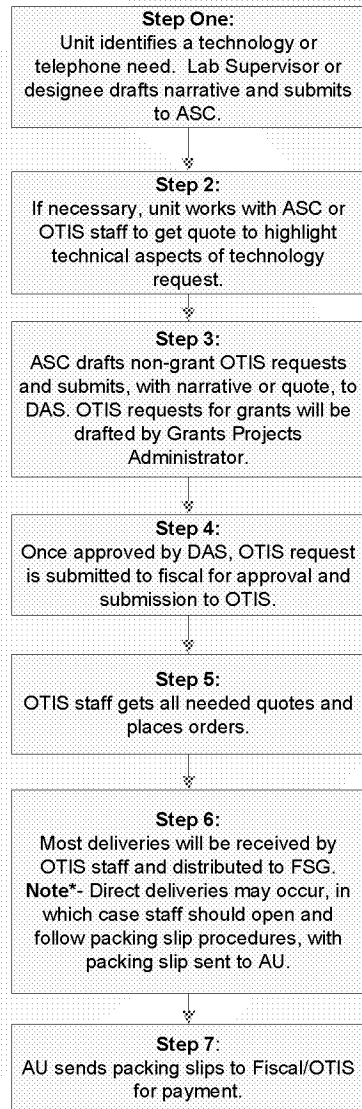
All FSG paperwork should be submitted to ASII/S Maynard. Paperwork should not be sent directly to Fiscal/ Framingham GHQ

If a payment is to be made directly to an approved training vendor (non-BB payment) a quote for service must be obtained and approved and a purchase order obtained prior to engaging services.

## 5 FOR ALL INFORMATION TECHNOLOGY (IT) RELATED ISSUES (UU),

Ex. telephones, printer repairs, computer maintenance other IT equipment repairs

### Procedure for Obtaining Information Technology Goods or Services



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In general, the Unit identifies a telephone or technology need, and consults with ASC or OTIS staff (depending on item/service needed) to get information from appropriate vendor. A quote is often made solely to highlight technical aspects of request. All official quotes are obtained by OTIS staff after a request is submitted.

A narrative request is drafted by the unit Lab Supervisor responsible for Purchasing, or designee, and submitted to the ASC to create an official OTIS form. The OTIS request, narrative, and quote when appropriate, is submitted to the Director of Administration by the ASC for fiscal approval and identification of funding source. If request is being made for purchase requiring Grant funding, then the OTIS form may be drafted by the Grants Project Administrator.

Once approved by DAS, the OTIS form and narrative or quote are sent to the Fiscal unit at GHQ for submission to OTIS. All OTIS requests are tracked by ASC.

OTIS orders are placed by OTIS staff, who will also be responsible for obtaining official quotes for all requests. Most items will be shipped directly to OTIS for deployment to sites as needed. Occasionally items are shipped directly to the units.

If OTIS request is for a commodity which is received on site, receiving unit will sign and date packing slip, and give to ASC within 24 hours for submission to fiscal unit for payment. AU submits all paperwork for GHQ for processing and payment.

If OTIS request is for service, a service slip must be signed and dated by the receiving unit and given to the ASC within 24 hours for submission to the fiscal unit for payment. AU submits all paperwork for GHQ for processing and payment.

All OTIS purchases which fall under the Commonwealth's definition of a Fixed Asset must be tagged with an SP-255 form by the receiving unit, with original copy of paperwork given to the ASC.

## **6 GRANT PROTOCOLS**

### **6.1 Introduction**

The Purpose of this policy is to establish guidelines for the Forensic Services Group (FSG) for all grant opportunities. This policy and ADM-08A Grant Approval Process will control.

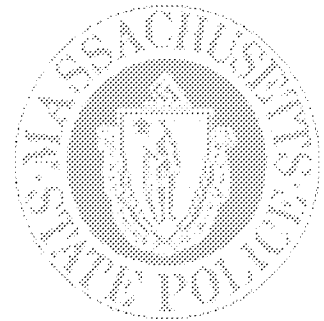
## **6.2 Definitions**

- 6.2.1 Grant: An award of financial assistance from an external entity where no "substantial involvement" is anticipated between the awarding entity and the Department during performance of the agreed upon activity.
- 6.2.2 Cooperative Agreement: An agreement of financial assistance where there is "substantial involvement" anticipated between an external entity and the Department during the performance of an agreed upon activity. Cooperative agreements are often non-cash agreements involving services provided to or by the Department.
- 6.2.3 Interagency Service Agreement (ISA): An agreement between the Department and a state entity which is committing funds for a specific program.
- 6.2.4 Equipment Acquisition Agreement: Agreements, where upon the Department shall receive equipment to provide services, perform a specific function, or to use within its operations.
- 6.2.5 Match Money: The portion of funds that the Department shall provide to supplement the funding agency's contribution. The match is usually a percentage of the project's total budget.
- 6.2.6 Project Administrator: An employee appointed by their Division Commander to oversee a specific request/project and is responsible for the completion of all quarterly and annual reports.
- 6.2.7 Grants Manager: A manager from the Department's Fiscal Section, who is responsible for the grant fiscal oversight process through the Office of the State Comptroller and who ensures the timely submission of appropriate documentation as necessary to receive funding.

- 6.2.8 Program Coordinator: An employee from the FSG who is the point of contact in their unit or section for a specific grant. The employee is responsible for implementing the goals and objectives in the grant proposal as well as tracking the grant specific performance metrics.

### **6.3 Grant Solicitations**

- 6.3.1 The Project Administrator at the FSG is responsible for identifying grant solicitations that are complimentary to the goals and objectives of the units and sections at the FSG.
- 6.3.2 Any employee at the FSG may bring a grant opportunity to the attention of the Project Administrator.
- 6.3.3 The Project Administrator will work with the Director of Administration Services and the Director of the FSG to determine if an application will be filed for a particular grant.



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## **6.4 Grant Application**

- 6.4.1 The Project Administrator will submit a completed SP426 to Strategic Planning at general headquarters for all approved grants.
- 6.4.2 The Project Administrator will work with the Program Coordinator of the unit or section that will receive the grant funding to prepare the grant application.
- 6.4.3 The Project Administrator will be responsible for reviewing the completed grant application.
- 6.4.4 The Project Administrator will have the completed application approved by the Director of Administration Services and the Director of the FSG.
- 6.4.5 The Project Administrator will submit all approved grant applications to the Grant Manager at general headquarters.

## **6.5 Grant Purchases**

- 6.5.1 All quotes for items to be purchased with grant funding must be submitted to the Project Administrator.
- 6.5.2 The Project Administrator is responsible for obtaining approval and submitting approved quotes to the Administrative Unit for processing.

## **6.6 Grant Reports, Notices, and Files**

- 6.6.1 The Project Administrator is responsible for maintaining all programmatic grant reports and related files for audit purposes except for financial files.
- 6.6.2 All financial files are officially maintained by the Fiscal Department at general headquarters.
- 6.6.3 The Project Administrator is responsible for all programmatic correspondence with the respective Grant Managers and Program Coordinators.
- 6.6.4 All fiscal correspondence with the respective Grant Managers is the responsibility of the Fiscal Department at general headquarters.

## **6.7 Grant Progress Reports**

- 6.7.1 The Project Administrator is responsible for notifying all Program Coordinators when programmatic grant progress reports are needed and what should be included in the reports.

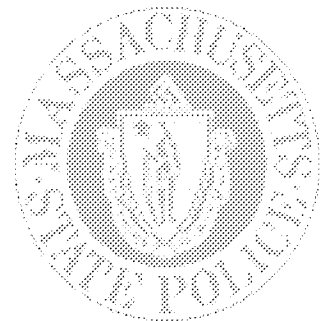


- 6.7.2 The Program Coordinator for the grant will prepare a draft of the required programmatic progress report including the required performance metrics.
- 6.7.3 The Program Coordinator will submit the draft documents for review and approval to the Project Administrator.
- 6.7.4 The Project Administrator will submit the finalized programmatic progress reports to the Grant Manager at general headquarters for submission to the grantor.

## **6.8 Grant Adjustment Notices**

- 6.8.1 The Project Administrator is responsible for all grant adjustment notices (GAN).
- 6.8.2 If the Program Coordinator determines a particular grant may need a GAN, it is the responsibility of the Program Coordinator to notify the Project Administrator in a timely manner.
- 6.8.3 The Project Administrator will obtain all necessary documents and information from the Program Coordinator along with a draft of the proposed GAN.
- 6.8.

Admin – 02 Revision History	
Authors: John Cronin, Sandra Riddell, Katherine West, Logistics & Contracting Task Group	Page(s): 1
Promulgated by: Dr. Guy Vallaro, Ph.D.	Date:



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Version	Date	Author	Comments
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	2001	Group Carl Selavka, Ph.D., D-ABC	receiving & labeling chemicals
1.4	Started August, 2001	Logistics & Contracting Task Group Carl Selavka, Ph.D., D-ABC	Change distribution & security of stockroom keys, add Library TG to authorize purchase of Publications & Periodicals
1.5	Started 10/01/2005	Sandra Riddell, Katherine West, Logistics & Contracting Task Group	Changes to reflect current operations & organizational structures for the future forensic services.
1.6	Started 12/1/08	John Cronin, Sandra Riddell, Katherine West,	Changed to reflect changes to Admin Unit job classifications and ensure compliance with ICP, OSC & OSD regulations
2.0	Started 4/4/12	John Cronin, Sandra Riddell, Katherine West	Changed to reflect job titles, changes to signature page

## 7 MANUAL AUTHORIZATION

**APPROVED BY:**